



DEPARTMENT OF MENTAL HEALTH POLICY/PROCEDURE

SUBJECT SECURITY/SAFETY MANAGEMENT & VIOLENCE PREVENTION	POLICY NO. 308.1	EFFECTIVE DATE 02/01/99	PAGE 1 of 5
APPROVED BY: Original signed by: MARVIN J. SOUTHARD Director	SUPERSEDES 04/01/96	ORIGINAL ISSUE DATE 04/01/96	DISTRIBUTION LEVEL(S) 1, 3

PURPOSE

- 1.1 The purpose of this revision is to update Department of Mental Health (DMH) key staff information in Sections 2.4.1 and 3.2.2.
- 1.2 To establish uniform guidelines for prompt reporting of security incidents occurring on DMH property or directly affecting DMH property or employees and protect employees, consumers, visitors and County property. Refer to DMH Policy No. 605.4 regarding Violence and Threats of Violence by DMH Employees.
- 1.3 To establish a Departmentwide protocol, based on CAL-OSHA guidelines, which defines a Workplace Security/Safety Management Program that promotes security/safety and prevention of violence in the workplace and to maintain the safety of all staff, consumers and visitors. This includes maintaining a safe work environment and educating and training employees to look for problematic behavior or indicators that may lead to workplace violence.
- 1.4 To serve as a guide to facilitate proper handling and reporting of potential acts or threats of violence by employees or anyone else.

POLICY

- 2.1 The DMH is committed to ensuring that all safety policies and procedures involving workplace security are clearly communicated and understood by all employees and that supervisors and managers are responsible for implementing the established security measures.
 - 2.1.1 Communication of safety, health and security concerns between employees, supervisors and managers shall be posted or distributed. This includes reporting instructions to inform management about workplace security hazards. DMH employees who become aware of any event which compromises security or safety of a patient, visitor, employee or County property, shall report it immediately to their supervisors.
 - 2.1.2 A Security Incident Report (SIR) shall then be completed by the person directly involved in the incident, on-site manager or safety officer. A copy of the SIR is to be submitted to the on-site Safety Officer or his/her designee, Office of Security Management, and the DMH Safety Officer, along with a cover memo briefly stating the circumstances of the



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incident no later than the end of business on the day following the incident (see Section 3.2).

- 2.1.3 DMH will provide training programs designed to address specific aspects of workplace security such as workplace violence prevention, including non-violent conflict resolution methods; stress reduction/management; human relations skills; managers'/supervisors' style of motivation/management, etc.
- 2.1.4 Supervisors and managers shall also provide training and/or counseling to employees whose performance in complying with work practices, designed to ensure workplace security, is deficient, disciplining workers for failure to comply with workplace security practices and ensuring employee compliance with workplace security directives, policies and procedures.
- 2.2 Employees, including supervisors and managers, shall comply with work practices that are designed to make the workplace more secure and shall not engage in verbal threats or physical actions which create a security hazard for others in the workplace. DMH Policy No. 605.4 defines what constitutes violent conduct or acts by DMH employees. Supervisors and managers shall inform employees that acts or threats of violence in the workplace are prohibited and recognize employees who perform work practices which promote security in the workplace.
- 2.3 DMH recognizes that, to maintain a safe, healthy and secure workplace, it must have open, two-way communication between all employees, including managers and supervisors, on all workplace safety, health and security issues. This includes hiring practices which include pre-employment background checks for prior criminal behavior; testing to pinpoint drug or alcohol abuse and other antisocial behavior; orientation for new employees on the Department's workplace security policies, procedures and work practices; and review of the Department's Injury and Illness Prevention Program.
- 2.4 Written procedures have been established for reporting physical or verbal threats of violence against employees or any other person on DMH premises by use of the Security Incident Reporting guidelines (see attached Security Incident Report Form). Procedures for protecting employees from retaliation by the person making the threats include: notifying fellow employees of a former employee's threats, or threats by anyone else; requiring any discharged employees to obtain special permission from management to return to the facility for any purpose, including provisions for terminated employees to follow-up with the Human Resources Bureau regarding returning keys, badge, final pay warrant, etc.; and the immediate reporting of any acts or threats of violence made by fired or current employees to:



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- 2.4.1 The Departmental Safety/Security Officer (DSO) at (213) 738-4919; who will begin documentation which includes a log of events, notification, and any contacts initiated and maintained by the designated person at the facility;
- 2.4.2 The CAO-Office of Security Management (OSM) staff for assistance in determining if the threat elements of Penal Code (PC) 422 (threats of violence), PC 646.9 (stalking), and PC 601 (felony trespass) have been met;
- 2.4.3 The DMH Personnel Officer at (213) 738-4651; who will work with the manager in the area of disciplinary action.
- 2.5 Each facility, including Headquarters offices, has a designated Safety Officer who oversees and facilitates security-related issues. A safety committee that meets regularly, prepares written records of the safety committee meetings, reviews results of the periodic scheduled workplace security inspections; reviews investigations of workplace violence and makes suggestions to management for the prevention of future incidents; reviews threats and incidents; and submits recommendations to assist in the evaluation, training, and counseling of employees.
- 2.6 Each facility will develop a written Building Security Procedure for visitors, requiring all employees, supervisors and managers to wear their DMH issued I.D. badges at all times when on County property.
 - 2.6.1 A system will be instituted whereby visitors are to enter through the front lobby, complete the information called for in a Visitor Sign-In Log, attach a Visitor badge to his/her clothing, and wait to be escorted into other areas by an authorized employee.
 - 2.6.2 The visitor shall be escorted by an employee who will be responsible to escort the visitor back to the front lobby when the visit is finished. The visitor can be escorted by the employee with which they have an appointment. Friends or relatives of staff will not be permitted on County or County-leased premises without the consent/approval of the Bureau/Division/Clinic Manager.
- 2.7 Each facility shall be responsible for handling employee acts or threats of violence. Human Resources Bureau is responsible for notifying the DSO of any employees who have been fired, suspended or not allowed into a facility due to threats, violent acts, etc. The DSO will notify the Administrative Support Bureau who will then notify security guard personnel and provide a photo I.D. of the fired employee.
- 2.8 The DSO serves as the central point for submission of safety/security reports and is responsible for computation and maintenance of data related to such reports. Management reports are provided to Executive Management on a quarterly basis. The DSO and the Office of Security



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Management can provide support and intervention and are available to answer any procedural questions.

PROCEDURE

- 3.1 A Security Incident Report (SIR) shall be completed whenever, but not limited to, any of the following occurs:
 - 3.1.1 Verbally abusive or threatening language or behavior toward another employee, a supervisor, or any other person on DMH premises;
 - 3.1.2 Unauthorized entrance to County premises during non-scheduled working hours or entrance into unauthorized areas during regular working hours;
 - 3.1.3 Any verbal threats or physical acts of arson, robbery, rape, vandalism, etc. occurring on DMH property.
 - 3.1.4 Any incident that places ON-DUTY County employees at risk of becoming a victim of violence and/or crime while on duty or on County property or places County property at risk, including incidents which require action by law enforcement, County safety police or security guard personnel (whether they were summoned or not).
 - 3.1.5 DMH Policy No. 605.4 provides additional information on employee-related acts of violence.
- 3.2 The SIR shall be completed by the person directly involved in the incident, on-site manager or safety officer. A copy of the SIR is to be submitted to each of the following, along with a cover memo briefly stating the circumstances of the incident no later than the end of business on the day following the incident:
 - 3.2.1 On-site Safety Officer or his/her designee
 - 3.2.2 DMH Safety/Security Officer
Barbara Cienfuegos
Disaster Services
550 S. Vermont Ave.
Los Angeles, CA 90020-1991
Or send via FAX to (213) 427-6162
 - 3.2.3 CAO Office of Security Management



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500 W. Temple St., Room 754
Los Angeles, CA 90012
Or send via FAX to (213) 613-0848

- 3.2.4 Send **only** a copy of the SIR to the CAO Office of Security Management.
- 3.3 The clinic manager is responsible for contacting local police where deemed appropriate; e.g., for theft, a police report is necessary in order to substantiate a request for replacement of such items.
- 3.4 The described use of the SIR form does not preclude the proper use of other Countywide reporting forms such as Incident Report Patient/Non-Patient; Employer's Report of Occupational Injury or Illness, etc.
- 3.5 The clinic manager is responsible for requesting support from the Critical Incident Stress Debriefing Team via the Office of the Assistant Director, Adult Services.
- 3.6 Any violation of any of the rules set forth in this policy, or other action(s) contrary to the DMH's best interest, will be sufficient grounds for disciplinary action ranging from a warning, to suspension, to immediate dismissal.

NOTE

See also DMH Policy No. 605.4 "Violence and Threats of Violence by Department of Mental Health (DMH) Employees"

AUTHORITY

CAL-OSHA Guidelines
DMH Illness & Injury Prevention Program Manual

ATTACHMENT

Attachment I Security Incident Report Form

OFFICE OF SECURITY MANAGEMENT/CAO

SECURITY INCIDENT REPORT

This report should be completed by the person reporting or involved in the incident, the building manager or his/her designee not later than the end of the business day following the incident. The report shall be delivered to:

- a) The Office of Security Management, 785 Kenneth Hahn Hall of Administration, 500 W. Temple Street, Los Angeles, CA 90012, or sent via FAX to (213) 613-0744 and,
- b) Barbara Cienfuegos, DMH Safety Officer. FAX (213) 613 - 0744.

For this report, a SECURITY INCIDENT is defined as:

- An incident placing a person or property at risk that requires action by law enforcement authorities, County safety police or security guards at a County facility whether they were summoned or not. **OR**
- An incident placing a person or property at risk involving an ON-DUTY County employee (including lunch periods) while on County property. This classification includes parking facilities, or while walking to or from an off-site parking facility to start or end a work day. **OR**
- An incident of a suspicious or unusual nature on County property that places people or property at risk.

DATE OCCURRED _____ DAY OF WEEK _____ TIME _____

COUNTY DEPARTMENT REPORTING INCIDENT: **MENTAL HEALTH**

ADDRESS OF INCIDENT: _____

Is the suspect a County employee? Yes(____) No(____)

Is this incident gang related? Yes(____) No(____)

Was an arrest made? Yes(____) No(____)

Charge _____

The law enforcement agency that handled the incident: (Circle appropriate number)

- | | <u>Department</u> | <u>Report Number</u> |
|----|-----------------------------|----------------------|
| 1. | L.A. County Sheriff's Dept. | _____ |
| 2. | L.A. Police Dept. | _____ |
| 3. | Local Police Dept. | _____ |
| 4. | L.A. County Safety Police | _____ |
| 5. | Contract Security Co. | _____ |
| 6. | None | _____ |

CODE FOR TYPE OF INCIDENT REPORTED: _____

(i.e., A-1 = Burglary of a County building, see reverse side of this form)

REPORTED BY: _____ day phone _____

APPROVED BY: _____ day phone _____

DO NOT ATTACH REPORTS TO THIS FORM

CODE REFERENCE SHEET FOR SECURITY INCIDENT REPORTS

A. Burglary: Entering a closed building or a locked vehicle with the intent to commit a theft.

1. Burglary of a County building (459 P.C.)
2. Burglary of a County vehicle (459 P.C.)
3. Burglary of a private vehicle (459 P.C.)
4. Burglary alarm no evidence of crime

B. Robbery: The taking of property from a person by force or fear.

1. Robbery of a County facility or employees performing their job (211 P.C.)
2. Robbery of a person, including employees, not performing their job (211 P.C.)

C. Arson: The intentional setting fire to any object. It is not necessary to destroy the object the mere charring is sufficient for arson.

1. Arson of a County building (447 P.C.)
2. Arson of a County vehicle (447 P.C.)
3. Arson of private property (including vehicles (447 P.C.)

D. Rape: Forced sexual intercourse with the opposite sex.

1. Rape of a County employee (261 P.C.)
2. Rape of other than a County employee (261 P.C.)
3. Other sex related incident

E. Assault: The physical battering of another person.

1. Assault with a weapon (245 P.C.)
2. Assault no weapon, but requiring hospitalization of the victim (245 P.C.)
3. Assault with only minor injuries and no weapon was used (242 P.C.)

F. Theft of or from vehicle:

1. Theft of a County vehicle (487.3 P.C.)
2. Theft of a private vehicle (487.3 P.C.)
3. Theft from a County vehicle - no forced entry (488/487 P.C.)
4. Theft from a private vehicle - no forced entry (488/487 P.C.)

G. Theft not involving a vehicle:

1. Theft of County property valued under \$400 (488 P.C.)
2. Theft of County property valued over \$400 (487 P.C.)
3. Theft of private property (excluding vehicles) (488/487 P.C.)

H. Disturbances: No actual crime need to be committed. The disruption of routine business constitutes a disturbance.

1. Disturbance of a County employee or facility (415 P.C.)
2. Disturbance created by a County employee and/or their spouse involving a "domestic issue".
3. Disturbance not involving County employees
4. Threats (verbal or written) to a County employee
5. Refusal to be searched

I. Vandalism: This classification includes all forms of intentional damage to property of vehicles except arson (refer to "C").

1. Vandalism to County property (594 P.C.)
2. Vandalism to private property (594 P.C.)
3. County vehicle
4. Private vehicle

J. Miscellaneous: Crimes/activities not covered in any of the above classifications.

1. Suspicious activity by a non-employee
2. Suspicious activity by a County employee (explain)
3. Hostage situation
4. Bomb threat
5. Suspicious package
6. Bomb or explosive device actually found
7. Power failure
8. Equipment failure
9. Other activity not covered in any other classification (explain)

K. Person sick or injured not the result of criminal activity.

1. Rescue responded
2. Sent to hospital
3. First aid given by other than rescue
4. Handled by security
5. Refused treatment
6. Other

L. Confiscation of contraband:

1. Weapon (gun, knife, club, etc.)
2. Narcotics (any non-prescription drug)
3. Other

X. FOR USE BY COURTS ONLY:

1. Restraints used
2. Escape
3. Attempted escape
4. Physical altercation within a Court facility
5. High risk trial
6. Threats (verbal or written) to a judge
7. Threats (verbal or written) to a juror
8. Attempted unlawful entry